Avaya IP Office - Phone 101

Placing a call

Manually:

1. Simply dial the number. For outside calls, remember to dial the outside line access code (usually 9).
2. Use the Up volume arrow and Down volume arrow to adjust the volume.
3. When the call is answered, either speak (if the telephone has a speakerphone) or pick up the handset and speak.
4. If the call is not answered, clear the call by pressing either the Drop button, OR hanging up the handset.

Automatically:

1. Press the Redial button, and select from the displayed numbers.
2. Press the key next to the required entry and then press Call.

From Personal Speed Dial:

1. Press Menu, then Speed Dial.
2. Either use the left and right arrow buttons to scroll through the list, OR key in the letters of the speed dial name on the key pad to select the speed dial entry.
3. When you locate the entry you want to dial, press the key next to the entry.

Answering a Call

- Lift the handset
  OR
- Press the Speaker button
  OR
- Prress the Call Appearance button (usually labeled “Intercom”) with the blinking bell icon
  OR
- If you are using a headset, press the Headset button, then the Call Appearance button with the blinking bell icon.

Using Conference and Transfer features

The Conference feature allows you to conference other parties into a call.

To create a conference call:

1. With a call in progress, press the Conference button to place the call on hold.
2. Dial the number of the person you want to add to the call (if the person is external, remember to dial the outside line access code - usually 9).
3. Wait for an answer then press the Conference button again to add the other party to the call.
   - If the other party does not answer or does not want to join the conference, press the Drop button. You can return to the held call by pressing it’s Call Appearance button (usually labeled “Intercom”).
4. Repeat steps 1 through 3 to add other people into the conference.

To add a new incoming call into an active conference:

1. Put the conference on hold by pressing the conference's Call Appearance button.
2. Answer the new call by pressing it's Call Appearance button.
3. Either add this call to the conference by pressing the Conference button
   OR
4. Disconnect the call by pressing the Drop button and re-join the conference by selecting the conference's Call Appearance button.

To leave a conference call:

1. Press the Drop button

The Transfer feature allows you to transfer a call from your telephone to another extension or outside number.

To transfer a call:

1. With a call in progress, press the Transfer button.
2. When you hear dial tone, dial the number to which the call is to be transferred.
3. Do one of the following:

- To transfer the call without announcing it, press the Transfer button again.
- To announce the call before transferring it, wait for the called party to answer. If the called party accepts the call, press Transfer to complete the transfer. If the called party does not pick up or does not wish to accept the call, press the Drop button. To return to the original caller, press it's Call Appearance button.
- If the line is busy or there is no answer, press the Drop button. You can return to the held call by pressing it's Call Appearance button.

To transfer a call straight to voicemail:

1. With a call in progress, press the Transfer button.
2. When you hear dial tone, dial # then the person's extension number (example: #4321 for 4321's voicemail box).
3. Press the Transfer button again.

Using Call Park and Pickup features

Call Park allows you to place a call on hold System-wide. This means that any phone on the phone system can retrieve the call.

To Park a call:

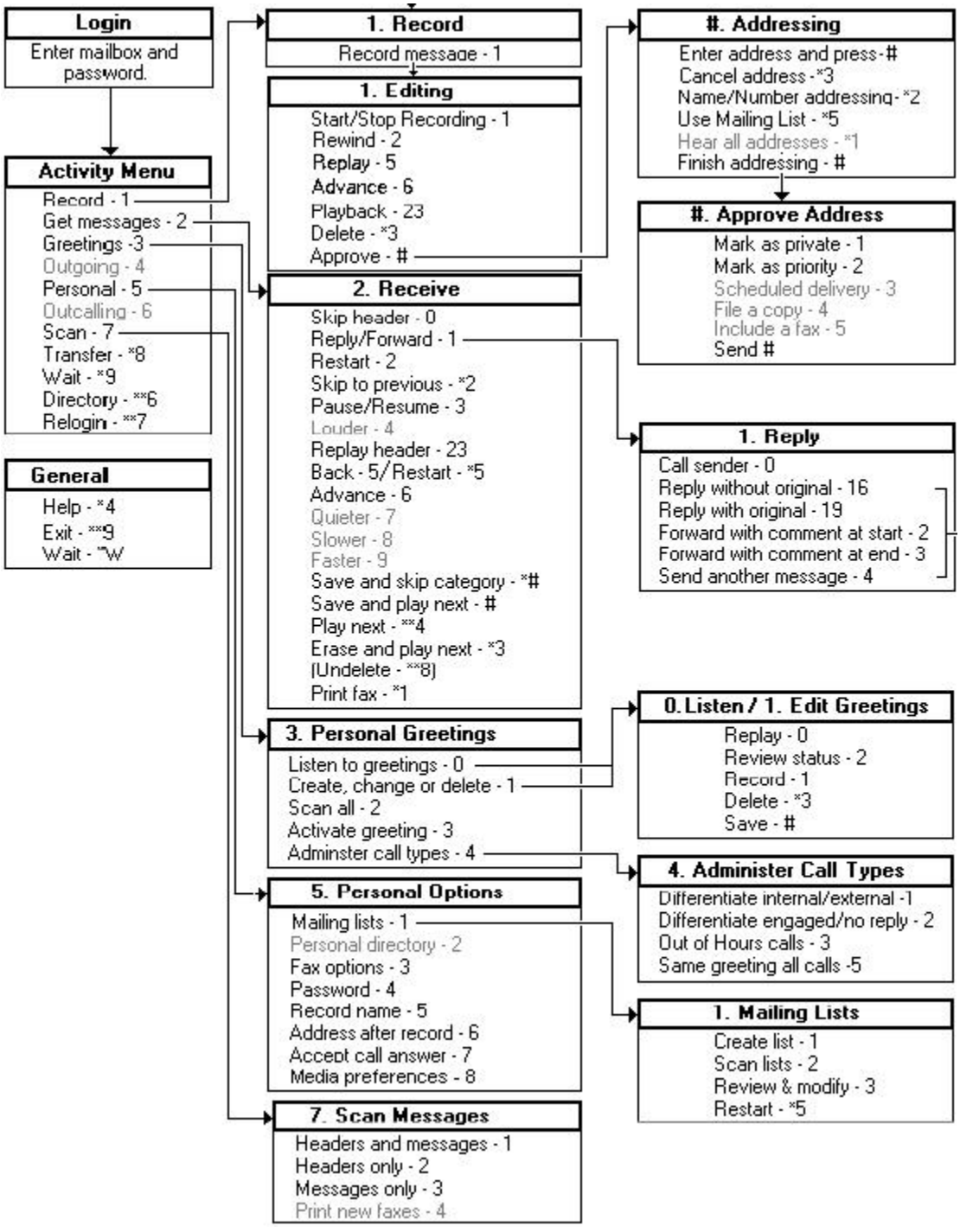
1. (Larger display phones) With a call in progress, press an empty Park soft key on your set. You will see a bullet appear beside the Park soft key. If the Park soft key is not underlined, it is empty.
   OR
2. (Smaller display phones) With a call in progress, press *101, OR *102 OR *103. If the call disappears from your phone, the call is parked. If the telephone says "Incompatable," that parking spot is full and you will need to try another one.

To Retrieve a parked call:

1. (Larger display phones) Press the Park soft key that you wish to retireve.
   OR
2. (Smaller AND Larger display phones) Dial 101, 102, OR 103 to retrieve a call in those park spaces.

Using Extended features

*00	Cancel all Forwarding
*01	Forward Unconditionally On
*02	Forward Unconditionally Off
*03	Forward on Busy On
*04	Forward on Busy Off
*05	Forward on No Answer On
*06	Forward on No Answer Off
*07*N#	Set Forward Number – enter like: *07*94165551111#
*08	DND On
*09	DND Off
*17	Check Voicemail – For Phones without the message button
#Extn	Go straight to voicemail – enter like: #4321
*34	Hold Music
*32*Extn#	Call Pick Up Extension – enter like: *32*4321# to answer Extn 4321 while it's ringing


Login
Enter mailbox and password.
Activity Menu
Record - 1
Get messages - 2
Greetings -3
Outgoing - 4
Personal - 5
Outcalling - 6
Scan - 7
Transfer - *8
Wait - *9
Directory - **6
Relogin - **7
General
Help - *4
Exit - **9
Wait - *W
1. Record
Record message - 1
1. Editing
Start/Stop Recording - 1
Rewind - 2
Replay - 5
Advance - 6
Playback - 23
Delete - *3
Approve - #
2. Receive
Skip header - 0
Reply/Forward - 1
Restart - 2
Skip to previous - *2
Pause/Resume - 3
Louder - 4
Replay header - 23
Back - 5/Restart - *5
Advance - 6
Quieter - 7
Slower - 8
Faster - 9
Save and skip category - *#
Save and play next - #
Play next - **4
Erase and play next - *3
(Undelete - **8)
Print fax - *1
3. Personal Greetings
Listen to greetings - 0
Create, change or delete - 1
Scan all - 2
Activate greeting - 3
Adminster call types - 4
5. Personal Options
Mailing lists - 1
Personal directory - 2
Fax options - 3
Password - 4
Record name - 5
Address after record - 6
Accept call answer - 7
Media preferences - 8
7. Scan Messages
Headers and messages - 1
Headers only - 2
Messages only - 3
Print new faxes - 4
#. Addressing
Enter address and press-#
Cancel address -*3
Name/Number addressing- *2
Use Mailing List - *5
Hear all addresses - *1
Finish addressing - #
#. Approve Address
Mark as private - 1
Mark as priority - 2
Scheduled delivery - 3
File a copy - 4
Include a fax - 5
Send #
1. Reply
Call sender - 0
Reply without original - 16
Reply with original - 19
Forward with comment at start - 2
Forward with comment at end - 3
Send another message - 4
0.Listen / 1. Edit Greetings
Replay - 0
Review status - 2
Record - 1
Delete - *3
Save - #
4. Administer Call Types
Differentiate internal/external -1
Differentiate engaged/no reply - 2
Out of Hours calls - 3
Same greeting all calls -5
1. Mailing Lists
Create list - 1
Scan lists - 2
Review & modify - 3
Restart - *5